

WELCOME TO THE CITY OF SHOW LOW!

APPLICATION FOR UTILITY SERVICES

Return this sheet with the attached form to:

Office Location:

Show Low City Hall, Utility Department 180 N. 9th Street Show Low, Arizona 85901

Contact Information:

Phone: (928) 532-4005 Fax: (928) 532-4044 Email: utilities@showlowaz.gov

Office Hours:

Monday – Friday 8:00 a.m. to 5:00 p.m. (excluding holidays)

The attached form is needed to start your utility service with the City of Show Low.

Please fill out this form completely and sign your signature at the bottom of the next page. When you return this form, please include either a letter of credit from <u>any</u> utility company that shows one year of a timely and consistent payment history for you or a \$150 security deposit. This deposit is credited to your account after one year of timely payments, or if you close your account, it will be applied to your final bill. The security deposit will be reduced to \$75 if you sign up for electronic auto-pay today.

There is also a \$25 service	e fee for water service. Thi	s service fee is charged	when there is a change in the
utility account name or if t	he water is turned on or off.	The \$25 fee will be refle	ected on your first bill.
Today's Date:	Serv	ice Start Date:	

MONDAY – FRIDAY EXCLUDING HOLIDAYS
(1) BUSINESS DAY NOTICE REQUIRED

		FOR OFFICE USE ONLY				
CITY OF SHOW LOW		DEPOSIT AMOUNT \$			DATE	
PPLICATION I	FOR UTILITIES				BY	
		CASH CH	ECK CC	LETTER OF CREDIT	ACCT #	
*INCOMPLETE A	PPLICATIONS WI	LL NOT BE ACCE	PTED			
ERVICE ADDRE	:55					
APPLICANT INF	ORMATION			,		
APPLICANT INF	ORMATION			LAST 4 S.S. #	DATE OF BIF	
	CITY	STATE	ZIP	LAST 4 S.S. #		
USTOMER NAME MAILING ADDRESS		STATE	ZIP	PHONE NUM		
USTOMER NAME		STATE	ZIP			
USTOMER NAME MAILING ADDRESS MPLOYER	CITY			PHONE NUMI		
USTOMER NAME MAILING ADDRESS	CITY			PHONE NUMI		

CO-APPLICANT/SPOUSE INFORMATION (IF APPLICABLE)					
CUSTOMER NAME				LAST 4 S.S. #	DATE OF BIRTH
MAILING ADDRESS	CITY	STATE	ZIP	PHONE NUMBER	
EMPLOYER				EMAIL	

Terms and Conditions of Service (Please read carefully)

- The applicant agrees to pay each utility bill in full for all charges by the due date shown on the bill.
- The applicant agrees to pay a late fee for any bill not paid by the 25th of the month and the account holder agrees and understands that the City has the right to terminate the associated utility service if payment of any bill, including late fees, deposit amounts, and all other assessments, are not paid in full.
- The applicant understands that a \$25 fee will be assessed against the account holder if the City of Show Low's water valve at the meter is turned off or on by the account holder, except for an emergency. Service calls made after hours will be subject to an after-hours charge. Interpretation of all emergencies shall be at the sole discretion of the City. If a valve breaks during account holder's use of the valve, account holder agrees to pay all costs for replacing the valve.
- The applicant agrees and acknowledges that if utility service is terminated for non-payment of the utility bill, a fee will be required in addition to payment of all past charges before the water is turned back on.
- The applicant agrees that if the City incurs any collection costs to recover past due amounts from the account holder for utility services, account holder will pay all such collection costs in addition to the outstanding balance of the account holder's account. "Collection costs" shall include all fees incurred by the City, including but not limited to, actual attorney's fees or any contingency fees charged by an attorney or a collection agency before and/or after a lawsuit is filed.
- Since issues may occur when water is turned on, The City of Show Low highly recommends that someone with access to the dwelling be present when services are turned on.
 - ➢ WILL SOMEONE BE THERE FOR THE TURN-ON?
 - WILL SOMEONE BE THERE FOR THE TURN-ON?

 YES:

 IF YOU ANSWERED YES, IN CASE NO ONE IS PRESENT WHEN THE TECHNICIAN ARRIVES AT YOUR SCHEDULED TIME, DO YOU STILL WANT THE WATER TURNED ON?

 YES:

 INTITIAL

 NO:

 INTITIAL

 NO:

 INITIAL
- When services are turned on, be sure that all faucets and landscaping water is turned off. If you have a main valve on your dwelling, please turn it off. If it appears water is running inside or outside the dwelling, the water service will NOT be turned on. You are responsible for all water usage and any damage that may occur when the water is turned back on.
- The applicant agrees to comply with all regulations of the City relating to utility services. The account holder agrees that failure to comply with such regulations may result in the termination of utility services.

·	Applicant Signature / Date
UTILITY SERVICES PROVIDED BY THE CITY.	
BY SIGNING THIS APPLICATION, I AFFIRM TH	HAT I AM RESPONSIBLE FOR THE PAYMENT OF A

SURE PAY AUTHORIZATION FORM

[FOR OFFICE USE ONLY
	CITY OF SHOW LOW ACCOUNT NO

TO PAY BY	CHECKING ACCOUN	T OR	SAVINGS ACC	COUNT (PL	EASE SELECT BOX)
CUSTOMER NAME (Shown	on the bank statement)			CONTACT	PHONE NUMBER
CUSTOMER BILLING ADDRE	SS CITY	STATE	ZIP	EMAIL ADD	DRESS
BANK NAME			BRANCH LOCATION		
CHECKING/SAVINGS ACCOU	JNT NO.		BANK ROUTING NO.		
TO PAY BY	CREDIT CARD OR	DEBIT CA	RD (PLEASE S	SELECT BOX)	

TO PAY BY CRE	DIT CARD <i>OR</i>	DEBIT CARD	(PLEASE SELE	СТ ВОХ)	
CUSTOMER NAME (Shown on the debit/credit card)			CONTACT PHONE NUMBER		
CUSTOMER BILLING ADDRESS	CITY	STATE	ZIP	EMAIL ADDRESS	
16 DIGIT CARD NO.				EXPIRATION DATE	SECURITY CODE

I authorize the City of Show Low to automatically draft the financial institution named above for the monthly payment of my utility bill. I authorize the financial institution named above to pay each amount from my savings/checking account or credit/debit card account (whichever is applicable) every month. Payment will be made on the due date shown on my utility bill.

I understand that I must contact the City of Show Low regarding bill discrepancies prior to the scheduled draft date. I may cancel this authorization by notifying the City of Show Low to remove my account from the Sure Pay plan. The City of Show Low will have 30 days to change my billing. I understand the City of Show Low reserves the right to terminate my participation in the Sure Pay plan. I understand that the City of Show Low may impose a nominal fee if a bill is not paid by my financial institution.

SIGNATURE DATE

If you wish to stop service, report a change in billing address, or obtain information regarding our bill or service, call the Utility Department at (928) 532-4005.

To report an EMERGENCY during business hours (Monday through Friday 8:00 a.m. to 5:00 p.m.), call (928) 532-4100; on weekends and after hours, call (928) 537-4365.

PAYMENTS AND BILLING PERIOD

WHEN PAYING BY MAIL:

Make check payable to "City of Show Low". Be sure to enclose the lower portion of bill to ensure proper credit to your account. Your canceled check is your receipt. For your own protection, do not send cash by mail.

MAIL TO: City of Show Low, Utility Dept.

180 N 9th Street Show Low, AZ 85901

TERMS OF PAYMENT:

All charges are due and payable upon receipt of this statement and shall become delinquent 15 days after the statement date. All delinquent accounts may be subject to a penalty charge.

If charges remain unpaid for 30 days after issuance of the statement, a turn-off order will be issued and a mandatory charge shall be paid for each occasion that a City employee is dispatched to disconnect and/or connect services due to nonpayment. Your account may be subject to additional penalties. If a check is returned due to insufficient funds, your account will be charged for the amount of the check plus a \$25 NSF fee. If a check is not honored by your financial institution more than twice in a 12-month period, you will be placed on a cash-only basis.

SURE PAY (AUTOMATIC BILL PAYMENT SERVICE):

If you would like to have your payment automatically deducted from your checking account, please fill out the top portion of this form and return it with a voided copy of the check to be drawn on the financial institution you elect to use to the Utility Department at least 10 working days prior to your next billing cycle to ensure the Sure Pay plan is implemented with your next bill.

Each month you will receive a utility bill with a note indicating the dollar amount and the date that your account will be drafted. Sure Pay payments will be deducted from your account the 15th of each month. If the 15th falls on a weekend or holiday, the Sure Pay payment will be deducted the next business day. You have up to 10 working days to contact the City of Show Low regarding billing discrepancies. Sure Pay payments returned for insufficient funds will be subject to charges similar to those for a returned check. If your account cannot be deducted due to insufficient funds twice within 12 months, your account will be removed from the plan. If you wish to cancel your Sure Pay agreement with the City of Show Low, you must do so at least 10 days prior to your next billing cycle. The City of Show Low requires 30 days to change your billing method. The City of Show Low reserves the right to terminate Sure Pay participation without prior notice to the customer.

CITY OF SHOW LOW UTILITY RATE TABLE

		UTILITY RATE TABLE		Effective 1/01/2017
Water Rates				
Rate Code	Meter Sizes	Usage Allowance	Base Fee	Rate per 1,000/gal
101	5/8 - 3/ 4"	5,000	28.68	2.82
102	1"	5,000	44.34	2.82
103	1 1/2"	11,000	93.20	2.82
104	2"	22,000	200.45	2.82
105	3"	44,000	412.66	2.82
106	4" +	67,000	665.09	2.82
	utside City Limits	07,000	000.07	125%
Rate Code	Meter Sizes	Usage Allowance	Base Fee	Rate per 1,000/gal
111	5/8 - 3/ 4"	5,000	35.85	3.52
112	1"	5,000	55.43	3.52
113	1 1/2"	11,000	116.49	3.52
114	2"	22,000	250.57	3.52
115	3"	44,000	515.81	3.52
116	4" +	67,000	831.37	3.52
Wastewater Rate	es			
Rate Code	Desc	ription	Base Fee	Rate per 1,000/gal
301	Residential		30.81	n/a
351	Residential - Low Pressure		42.66	n/a
303	Commercial		25.37	2.90
361	Commercial - Low Pressure		38.88	2.90
310	Multi Family/Trailer Park		25.37	2.90
311	Offices/Business/Retail		25.37	2.90
314	Churches		25.37	2.90
316	Motels and Hotels		25.37	2.90
318	Schools		25.37	2.90
320	Bars		25.37	2.90
Sanitation Rates	- Resolution 2011-07 (effective July	(1, 2017)		
Rate Code		Description		Base Fee
501	First Polycart (One trash, one recyc	cling)		14.67
502	Additional Polycart			6.22
Miscellaneous Ra	ites			
Rate Code		Description		Base Fee
2101	Water Rights Preservation Fee (per	r month/per active water account)		0.75
	Seasonal/Inactive Status (resolution	n R2013-04) - Effective 5/02/13		150.00
	- Includes connect/disconnect fee	for water customers		
	Fac is due and payable immedia	tely. If not paid in full at time of di	sconnaction the	
	standard late fee shall be applied j		sconnection the	
	- Account must be current prior to			
	- Includes all services	reconnection		
	- Includes all services Water Connection			
				25.00 25.00
		Water Disconnect		
	After Hours Call Out Re-Read/Read Only			40.00 25.00
	Bulk Meter Activation			150.00
	Bulk Meter Deposit	800.00		
	Non-Sufficient Funds fee	25.00		
		ing data)		
	Late Fee (applied 10 days after bill	ing date)		10.00
	Security Deposit			150.00
	- with autopay sign up and continu	75.00		
	- refunded after 12 consecutive me			
	- may be waived with letter of crea			
	previous utility			(00.00
1	Non-pay Wastewater physical disc	onnect		600.00